

## **IOWA COLLEGE STUDENT AID COMMISSION**

### **Embry-Riddle Aeronautical University Application for Postsecondary Registration March 20, 2017**

***STAFF ACTION: Approve Embry-Riddle Aeronautical University for a two-year registration renewal term that begins retroactively on March 7, 2017, through March 7, 2019.***

#### **Registration Purpose**

Revised Iowa Code Sections 261B.2 (definitions) and 261B.3 require a school to register with the Commission if a person compensated by the school conducts any portion of a course of instruction, including by in-person, distance education, or correspondence method in this state or if the school otherwise has a presence in this state. Presence means a location in Iowa at which a student participates in any structured activity related to a school's distance education course of instruction. Presence also means an address, location, telephone number, or internet protocol address in Iowa from which a school conducts any aspect of its operations. Embry-Riddle Aeronautical University (ERAU) applied for registration to offer distance education programs. Staff required ERAU to register because it compensates an Iowa resident(s) to provide instruction in its distance education program courses from an Iowa location.

It should be noted that Embry-Riddle Aeronautical University also proposes to:

- Provide college-level courses in certain Iowa high schools for high school and college credit. In some cases, instructors compensated by Embry-Riddle may be conducting instruction in these individual courses. Students taking these courses will be enrolled in high school, and will not be classified as degree-seeking students by the University.
- Offer individual, continuing education courses at Iowa ground locations.

Neither of the aforementioned scenarios, in and of themselves, invokes registration.

#### **Institutional Information**

Embry-Riddle Aeronautical University is a private non-profit institution whose main campus is located at 600 South Clyde Morris Boulevard, Daytona Beach, Florida. The school also maintains a residential campus at 3700 Willow Creek Road, Prescott Arizona, and it has instructional sites at more than 150 locations in the United States, Europe, Asia, and the Middle East. The school's chief executive officer is President John P. Johnson at the Daytona Beach, Florida location. Due to the fact that the University is applying for registration to offer only online programs, it has no Iowa contact person. The University is not registered with the Iowa Secretary of State as a corporation conducting business in Iowa, and the Commission cannot require that it do so.

*Physical Facilities:* Not applicable for a distance education program provider.

*Accreditation:* ERAU is accredited by the Southern Association of Colleges and Schools – Commission on Colleges (SACS), a regional accrediting agency recognized by the federal Department of Education.

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*Federal Stafford Loan 3-year Cohort Default Rate (FFY 2013):* 4.8%. For comparison purposes, the FFY 2011, 3-year national average cohort default rate is 11.3%.

*Graduation Rate:* 27%. This is the percentage of first-time, full-time undergraduate students who graduated within 150% of the normal time for program completion, as reported to the federal Department of Education for Embry-Riddle Aeronautical University Worldwide.

*Average Loan Debt upon Graduation:* \$26,000.

*Record Preservation:* Records held by University departments and offices are subject to a variety of retention requirements, which conform to, and in some cases exceed published guidelines of the American Association of Collegiate Registrars and Admissions Officers (AACRAO). The University's policies reflect the requirements of the federal Department of Education, federal Department of Veterans Affairs, federal Department of Health and Human Services, the Internal Revenue Service, the federal Department of Education's Federal Educational Record Privacy Act (FERPA) Compliance Office and the federal Department of State.

All student records are maintained in electronic format and held centrally in the University's electronic imaging system. Paper copies of records are not permitted. The Campus Director, or delegated campus staff, is responsible for submitting all local campus records designated as part of a student's file to the Imaging Department via the WebScan application. The Campus Director or delegated staff conducts quality checks of the electronic records submitted via the WebScan application to ensure that those documents were received in good working order and were properly indexed before paper copies of these documents are destroyed. Once correct electronic storage is confirmed, paper records are properly destroyed. Paper records that contain personal student information are securely destroyed.

ERU data back-up systems provide reasonable assurance that data stored in the University's electronic systems are backed up in a timely manner and secured stored. Full backups are performed weekly and differential backups are performed daily. Backup tapes are rotated to off-site storage on a weekly basis and can be recalled by authorized personnel as needed.

Florida law requires that the University have a plan to maintain and make accessible official copies of its academic records in the event that the University ceases operations. ERAU has an agreement with Daytona State College to hold its student records for at least 50 years in the event that ERU closes.

*Transcript Requests:* Any current or former student may request a transcript by contacting:

Worldwide Registrar Services

Embry-Riddle Aeronautical University  
600 South Clyde Morris Boulevard  
Daytona Beach, FL 32114  
(866) 393-9046

<http://catalog.erau.edu/worldwide/student-services-academic-affairs/transcript-requests/>

*Instructional Methodology:* Distance education. EagleVision is the University's virtual classroom. It combines web-based audio and video conferencing and learning management system called Canvas to maximize the benefits of synchronous learning. Synchronous learning provides real-time interaction with a faculty member, enabling students to ask real-time questions and see fellow students via webcam. It is particularly useful for content-heavy courses, such as math or physics, so that students can get their questions answered instantly.

ERAU offers three online course delivery modes – Eagle Vision Classroom (between classrooms), Eagle Vision Home (faculty and students at home) and a blend of Classroom or Home. EagleVision Classroom includes scheduled online times and real-time interaction with other students and professors.

Canvas, the University's learning management system, is a cloud-based system that is viewable on any web browser, computer or mobile device that allows for engagement and collaboration through video, audio, integrated media recorder, text, and discussion boards. Students have the options to receive notifications and course updates through email, text message, Facebook, and Twitter. Tests and assignments are turned in through Canvas. Canvas' SpeedGrader system converts documents automatically so that instructors can preview and annotate student submissions without having to download or upload files. The inline annotation tool enables highlighting, strikeout, and freehand drawing.

In 2014, ERAU launched its Virtual Crash Lab to enhance student experiences in the University's College of Aeronautics' safety courses. In this environment, students are able to examine aircraft accident scenes, document evidence, and interview survivors. Students gather and submit data that satisfy certain accident investigation criteria, such as survival factors, human factors, aircraft structures, aircraft systems, operations, and maintenance. Faculty members are then able to assess student knowledge and comprehension by examining the evidence collected and the student's explanation of findings.

In January 2016, the University implemented the Virtual Aerial Robotics Lab, which gives students the opportunity to build their own Unmanned Aircraft Systems (UAS), test flight capability, and analyze the results from anywhere. The Robotics Lab introduces students to various modules, such as a bench test to verify the correct design of the UAS. By simulating a flight, students can test and analyze how well their systems perform. This lab allows for students to redesign the UAS for optimal utilization.

Generally, students should plan to spend 8-10 hours per week on class work.

*Student Learning Resources:* The University provides a variety of academic support services including library support, information technology, advising and counseling, tutoring, student programs, and career services.

Information Technology (“Tech”) Support <http://erau.edu/tech-support/> is available 24 hours a day, seven days a week. Students may call toll free or initiate an online chat to speak live with a Tech Support staff person. With the student’s permission and if necessary to provide assistance, Tech Support staff has the ability to remotely access the student’s desktop. A student may also contact Tech Support by phone or via email for non-critical issues.

Career Services <http://careerservices.erau.edu/worldwide/> maintains a website that offers self-help resources on topics such as resumes and cover letters; networking; interviewing; salary and negotiation; using social media in job searches, and links to other useful websites. In addition, exclusive resources, co-op or internship opportunities, and current job listings can be found in the University’s career management system, known as the EagleHire Network <http://careerservices.erau.edu/opportunities/eaglehire/>. Eagle Hire allows students and alumni to submit resumes directly to employers seeking full-time and co-op/internship candidates. One-on-one career advising is not available to Worldwide students and alumni. The University’s website includes a list of fee-based resources for students who need professional assistance beyond what the University’s virtual Career Services provides.

Tutoring: EAGLET (Electronic Access to Grammar, Language and Essay Tutoring) is an online communication lab for ERAU students. It provides assistance with writing and presenting via two- to five-minute videos, infographics, and short articles. EAGLET covers all aspects of the writing process from brainstorming through organizing and drafting, to editing and proofreading. EAGLET is accessible to students through ERAU’s online student portal, ERNIE. It also contains advice on presentations include content, delivery, and design. (EAGLET). Video instruction is available to assist students with writing projects.

The Hunt Library website <http://huntlibrary.erau.edu/> provides 24/7 access to EAGLEsearch, which allows researchers to search much of the Hunt Library’s collection simultaneously, including the Library’s online catalog, Voyager, and a multitude of online databases. Many of these databases include full-text resources. Students attending the Worldwide campus, regardless of location, have circulation (i.e., check out) privileges, online quick help opportunities and access to web document delivery. Services available from the Library include the following:

- Online Library Basic Training <http://huntlibrary.erau.edu/help/library-basic-training/index.html> is designed to provide students with a library instruction opportunity similar to classroom instruction. This online course introduces students to available services, teaches them how to use EAGLEsearch (the Library catalog search engine), demonstrates how to use databases, and provides information about procedures for requesting items from the Hunt Library.
- Ask A Librarian <http://huntlibrary.erau.edu/help/ask-a-librarian/index.html>: Research Desk help is available via chat, email, or toll-free telephone Monday – Thursday 8 am to 10 pm, Friday 8 am to 6 pm, Saturday 12 pm to 6 pm, and Sunday 2 pm to 10 pm. In-depth research questions may be submitted to a research librarian via email or an electronically submitted Research Consultation Request form. One-on-one research assistance and instruction can be scheduled during a 15 to 60 minute consultation appointment. Librarians typically respond to all requests within two business days.

- Worldwide Circulation/Document Delivery <http://huntlibrary.erau.edu/services/access-services/worldwide/index.html>: This free service allows students to request delivery of books and articles from the Hunt Library or through InterLibrary Loan. ERAU covers the cost of shipping books to students and provides a return shipping label for the return of materials shipped to students within the United States. Another service, Web Document Delivery <http://huntlibrary.erau.edu/services/wdd/index.html>, provides materials owned by the Hunt Library to the student by posting them on the web rather than mailing or emailing them. Library staff scans the item into a PDF format, post it on the web, and send an email to the requestor containing a web link to the document. The posted document can be retrieved from any computer with web access.
- Research Guides <http://guides.erau.edu/>: These guides recommend research resources such as databases, journals, books, and web pages, as well as providing information about locating information that is specific to a course, an assignment, a general topic, or a specific subject. Students may also request that the Library create a new research guide.
- Evaluating Sources <http://huntlibrary.erau.edu/help/evaluating-sources/index.html>: This tutorial is designed to familiarize students with criteria that should be used to determine the credibility and reliability of sources used in the research process.

**Advising:** A team of undergraduate and graduate advisors, many of whom are ERAU online program graduates, are assigned to work with students from admission through graduation. ERAU advisors develop a personalized degree map for students to help the student stay on track to complete a degree on time within a schedule that works with the student. Advisors stay in touch with students to provide guidance on degree curricula, prerequisites, University procedures and policies, transfer credit and graduation requirements.

*Curriculum Evaluation and Development:* ERAU maintains an Academic Change Process for substantive changes that outlines the means of coordinating curriculum change proposals. Substantive changes are defined as additions or deletions of degree programs, minors, areas of specialization or tracks; a change that affects another campus; a change that affects the delivery of courses, student enrollments, credit hours, or completion of a program at any campus; a change that requires additional resources (e.g., faculty hires, library resources, staff requirements, or facilities); a change that significantly affects student learning outcomes; a change in status with the accrediting agencies of any program; or a change that requires Board of Trustee review and approval. The general workflow for substantive change proposals is as follows:

- Initiator of the Academic Change
- Campus Process – Library, Records and Registration, Institutional Effectiveness, Department Chair, Department Curriculum Committee, College Curriculum Committee, College Dean, Campus Curriculum Committee, Graduate Studies Committee (if applicable), Faculty Senate, and for the Worldwide Campus, the Chancellor
- Chief Academic Officer
- President
- Board of Trustee Review and Approval
- Accrediting Agency

- President's Cabinet for budget implications in cases when proposals require approval of additional resources

*Student Complaints Process:* ERAU has a Worldwide Student Ombudsman that provides confidential and informal assistance to the student body. The Ombudsman may also make recommendations to appropriate authorities about changes to University policy and procedures. Communication with the Ombudsman is confidential unless the student grants permission, or the Ombudsman feels there appears to be imminent risk of serious harm to the student or others. The Ombudsman's responsibilities include the following:

- Discuss any university-related issue.
- Determine what attempts have already been made to resolve the issue.
- Listen, clarify issues and offer assistance in defining options.
- Define university policies and procedures.
- Refer students to the appropriate student services within the campus such as local campus staff, admission, financial aid, veteran's affairs, student affairs, and career services.
- Define and offer options for resolution, although it is the student's responsibility to take action.
- Identify and report trends, while maintaining the confidentiality of individual communications with students.

The Ombudsman will not intervene if the student wishes to be represented in a formal complaint or grievance process, although the Ombudsman will help the student understand the grievance procedure and help the student clarify his/her options. Information about the Ombudsman can be found in the University's Worldwide Catalog at <http://catalog.erau.edu/worldwide/search/?caturl=%2Fworldwide&P=ombudsman> and can be contacted through the University's online student portal, ERNIE.

If a student has a dispute with or complaint about the University, the student is encouraged to first address the issue with the faculty or staff member who is involved with the student's dispute. If the student is unable to resolve the dispute, the student may file a grievance by completing the electronic Grievance (Complaint) form at <https://embry.hobsonsradius.com/ssc/iform/l7875ql7B0420x6702A75.ssc>. The Student Affairs Office will review the grievance and ensure that it is forwarded, as applicable, to the appropriate University department for review and action. The University department will communicate its decision or recommended action to the Student Affairs Office. The Student Affairs Office will communicate with the student and provide further guidance if appropriate. At any time, a student may contact the Ombudsman for advice in seeking a resolution.

### **Distance Education Programs Offered In Iowa**

The total, estimated cost of civilian tuition, fees, books and supplies for each program is listed below. ERAU provides tuition discounts for military personnel that are not reflected in the estimated total program costs below.

#### *Undergraduate Certificate Programs*

- Aviation Maintenance Technology: \$7,184
- Information Assurance (National Security Agency): \$4,169

#### *Associate Degree Programs*

- Associate of Science in Aeronautics: \$25,370
- Associate of Science in Aviation Business Administration: \$25,370
- Associate of Science in Aviation Maintenance: \$25,370
- Associate of Science in Technical Management: \$25,370
- Associate of Science in Logistics and Supply Chain Management: \$25,370
- Associate of Science in Engineering Fundamentals: \$27,195

#### *Baccalaureate Degree Programs*

- Bachelor of Science in Unmanned Systems Applications: \$50,410
- Bachelor of Science in Technical Management: \$50,410
- Bachelor of Science in Safety Management: \$50,775
- Bachelor of Science in Project Management: \$50,410
- Bachelor of Science in Logistics and Supply Chain Management: \$50,410
- Bachelor of Science in Interdisciplinary Studies: \$50,410
- Bachelor of Science in Homeland Security: \$51,685
- Bachelor of Science in Emergency Services: \$50,410
- Bachelor of Science in Engineering: \$56,330
- Bachelor of Science in Engineering Technology: \$51,320
- Bachelor of Science in Communication: \$50,410
- Bachelor of Science in Aviation Security: \$50,410
- Bachelor of Science in Aviation Maintenance: \$50,410
- Bachelor of Science in Aviation Business Administration: \$50,410
- Bachelor of Science in Aeronautics: \$50,410

#### *Master's Degree Programs*

- Master of Science in Aeronautics: \$20,874
- Master of Science in Aerospace Engineering: \$32,274
- Master of Aviation Maintenance: \$20,874
- Master of Business Administration in Aviation: \$22,734
- Master of Science in Aviation Finance: \$28,314
- Master of Science in Aviation and Aerospace Sustainability: \$24,594
- Master of Science in Cybersecurity Management and Policy: \$20,874
- Master of Entrepreneurship in Technology: \$20,874
- Master of Science in Engineering Management: \$24,594
- Master of Science in Human Factors: \$24,594
- Master of Science in Human Security and Resilience: \$20,874
- Master of Science in Information Security and Assurance: \$20,874
- Master of Science in Leadership: \$24,594
- Master of Science in Logistics & Supply Chain Management: \$20,874
- Master of Science in Management: \$20,874
- Master of Science in Management Information Systems: \$20,874
- Master of Science in Occupational Safety Management: \$24,594
- Master of Science in Project Management: \$20,874
- Master of Systems Engineering: \$20,874
- Master of Science in Unmanned Systems: \$24,594
- Master of Systems Engineering: \$22,469



### *Graduate Certification Program*

- International Society of Transport Aircraft Trading: \$3,600

### *Doctoral Programs*

- Doctor of Philosophy in Aviation Business Administration: \$75,470
- Doctor of Philosophy in Aviation: \$75,470

*Field Experiences:* Undergraduate students may elect to participate in a maximum of three co-operative education (co-op) experiences and graduate students may elect to participate in one internship experience for academic credit. Undergraduate applicants for a co-op must be full-time, degree-seeking students, have a cumulative GPA of at least 2.5, and have completed 30 credit hours of which 12 must be ERAU credits. Graduate applicants must be full-time, degree-seeking students, have a cumulative GPA of at least 3.0, and have completed nine credit hours of which six must be ERAU credits. An undergraduate student must work 300 contact hours to earn three semester credit hours. A graduate student must work 600 contact hours to earn three semester credits. These field experiences may occur in the student's local area subject to University approval. The co-op internship experience must be directly related to the program in which the student is enrolled.

### **Registration Compliance**

As required by Iowa Code Section 261B.4, ERAU disclosed its institutional policy for refunding tuition charges to students who withdraw from its programs. This policy is disclosed to students in the Worldwide Catalog at <http://catalog.erau.edu/worldwide/financial-services/university-withdrawal-refund-schedule/>. Iowa registration law and rule do not govern the University's tuition refund policy because it is not a for-profit institution.

Administrative rules specifically require the school to comply with the requirements of Chapter 261.9(1) "e" through "h".

- Iowa Code Section 261.9(1)(e) requires a school to maintain and disseminate a drug and alcohol abuse policy that includes sanctions for violation of the school's policy and information about the availability of drug or alcohol counseling or rehabilitation. Iowa Code Section 261.9(1)(f) requires a school to maintain and disseminate a sexual abuse policy that includes information about counseling opportunities and reporting instances of sexual abuse to school officials and law enforcement. The University complies with the requirements of Iowa Code Section 261.9(1)(e) and (f), and discloses these policies to students in the Student Affairs section of the University's online classroom.
- Iowa Code Section 261.9(1)(g) requires a school to maintain a special policy concerning institutional charges for members of the Iowa National Guard or reserve members of the U.S. Armed Forces, or the spouse of such a member if the member has a dependent child, when the service member or spouse must withdraw from the school because the service member has been called to active (Iowa) state or federal military duty or service. During the registration application review process, the University adopted this policy and discloses it to students on its state authorization page at <http://worldwide.erau.edu/locations/state-authorization/>.



- Iowa Code Section 261.9(1)(h) requires a school to develop and implement a policy requiring employees, who in the course of their employment, attend, examine, counsel, or treat a child to report suspected incidents of child physical and sexual abuse to law enforcement and to the school. By cross-reference to existing administrative rules for registration [283-21.2(261B), subsection 7], this policy applies to schools that compensate a party to provide instruction in one or more of the school's programs at an Iowa location. The University provided staff with a copy of the revised University Policy 8.3.4 dated January 8, 2015, which is disclosed to employees in the Legal Disclosures section of the University's employee-facing, internal ERAU system.

*Student Consumer Information:* In its registration application, the University affirms its willingness to comply with the requirements of Iowa Code Chapter 261.9, as stipulated by Iowa Code Section 261B.4(8). Chapter 261.9 requires a school to disclose to students information about the school's programs, charges, tuition refund policies, whether a certificate or diploma awarded by the school is applicable toward a degree program the school offers, and the identity of the school's accrediting agency. The University discloses this information in its Worldwide catalog at <http://catalog.erau.edu/worldwide/>.

ERAU affirms on the application that it will comply with the provisions of Iowa Code Section 261B.7, which states that, provided the school does not claim "approval" or "accreditation," the school must disclose to students that it is registered by the Commission and provide Commission contact information for students who have questions or complaints about the school. The University will provide this information to Iowa-resident students on its state authorization page at <http://worldwide.erau.edu/locations/state-authorization/>.

*Financial Responsibility:* ERAU submitted a copy of an independent audit conducted by BDO USA, LLP, certified public accountants, dated October 12, 2015 for the institutional fiscal years ending June 30, 2015, 2014, and 2013. The auditing firm expressed its opinion that the financial statements of the University present fairly, in all material respects, the financial position of the University.

- A private nonprofit institution that participates in the federal student aid programs must maintain a composite score, based on a three factor financial responsibility ratio, of at least 1.5 in order to be determined financially responsible without additional oversight. The most recent composite score for ERAU verified by the federal Department of Education is 3.0 (out of a possible 3.0) for the institutional fiscal year ending June 30, 2015.
- The institution is not required to calculate the percentage of its revenue derived from federal student aid funds since it is not a for-profit institution.

*Full-Time Iowa Resident Faculty Member or Program Coordinator:* Iowa administrative rules do not require a school to employ a full-time, Iowa-based faculty member or program coordinator if it applies for authorization to offer only distance education programs. However, ERAU employs five part-time instructors who teach in its online programs remotely from an Iowa location:

*Instructional/Supervisory Staff Qualifications:* The University discloses on its website the names, highest degree attained, rank (e.g., professor, instructor, etc.) and University academic department in which individuals are assigned as teachers. For the Worldwide campus <http://faculty.erau.edu/faculty?l=WWW>, there are 1054 such individuals, 508 of which have

terminal degrees. The University also maintains profiles of certain Worldwide campus faculty in the academic departments that support online programs offered to lowans, as follows:

- **Aeronautics:** Of 43 faculty profiled, 33 have a terminal degree and the remaining 10 faculty members have at least one masters degree. Expertise among these faculty members includes areas such as aeronautical science and management; aerospace, electrical, industrial, or mechanical engineering; business administration; law; psychology; physics; criminal justice or homeland security; education, or curriculum and instruction. A number of these faculty members have military experience, postsecondary teaching experience, and hold professional licenses as private or commercial aircraft pilots, mechanics, electronics technicians, and flight instructors.
- **College of Arts and Sciences:** Of 38 faculty profiled, 25 have a terminal degree and the remaining 13 faculty members have a masters degree. Expertise among these faculty members includes areas such as aeronautical science or aviation; statistics, English, literature, or communications; astronomy; higher education or adult education; psychology; sociology; history, computer science; geography; meteorology or atmospheric science, environmental engineering science; public safety management; public administration; law; and economics.
- **College of Business:** Of 42 faculty profiled, 32 have a terminal degree and the remaining 10 faculty members have at least one masters degree. Expertise among these faculty members includes areas such as computer information systems; organizational management and leadership; logistics and supply chain management; project management; operations research; instructional technology; business administration; international business; marketing; financial management and accounting; aeronautical science, engineering and technology; industrial engineering; psychology; and health promotion.

ERAU maintains the Bruce A. Rothwell Center for Teaching and Learning Excellence <http://sites.erau.edu/erauctleww/> which was created in 2005 under the advisement of the Faculty Senate in order to enhance faculty learning. The Center serves all full- and part-time ERAU Worldwide campus faculty by providing opportunities to improve teaching skills and showcase best teaching practices in the classroom. The Center serves the instructional needs of the Worldwide Faculty, both full-time and adjuncts, by providing a safe place to develop or improve teaching skills. The Center encourages faculty enrichment, the design of instruction, research implementation within teaching practices, and the use of technology in order to achieve academic success and positive learning experiences.

*Commitment to Iowa Students and Teach-Out:* By executing his signature on the application President John R. Watret committed to the delivery of programs ERAU offers in Iowa and agreed to provide alternatives for students to complete their programs at ERAU or another school if the University closes a program or if ERAU ceases operating.

*Student Complaints:* None.

## **Compliance with Iowa Code Chapter 714**

### *Section 714.18 – Evidence of Financial Responsibility*

ERAU is exempt from filing evidence of financial responsibility as a college or university authorized by the laws of Iowa or any other state or foreign country to grant degrees [Iowa Code Section 714.19, subsection 1]. ERAU was authorized, by name, to grant degrees in the State of Florida by an Act of the 2011 Florida Legislature documented in Florida Senate Memorial 1654.

*Section 714.23 – State Tuition Refund Policy*

The Iowa tuition refund policy does not apply to ERAU because it is not a for-profit institution.